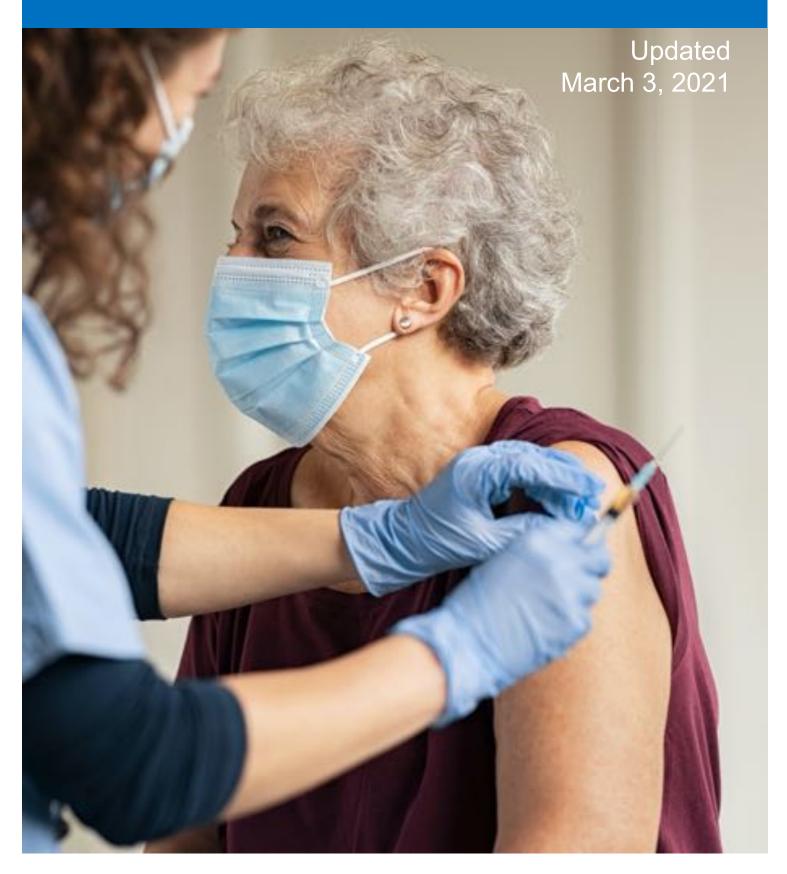
Vaccination Appointment Guide













Vaccination Appointment Guide

The District of Columbia Department of Health (DC Health) continues to make progress with our COVID-19 vaccine distribution planning. We are working with the federal government and local partners within the District to plan for the distribution of the COVID-19 vaccine as doses become available.

To receive the vaccine, you must register for an appointment. Please use this guide to help you through the process of registering for an appointment online.

Before You Start:

Before beginning registration, visit <u>vaccinate.dc.gov</u> to confirm you are in the current priority group.

You will be asked for your email to receive your appointment confirmation. Prior to registering, make sure to have an email that you have access to.

If you are unable to access the online vaccine portal or do not have internet access, please call the District's call center at 855-363-0333 for assistance with vaccine registration.

(Suggestion: Put phone number on every page, in footer)









How to register for a vaccination appointment online



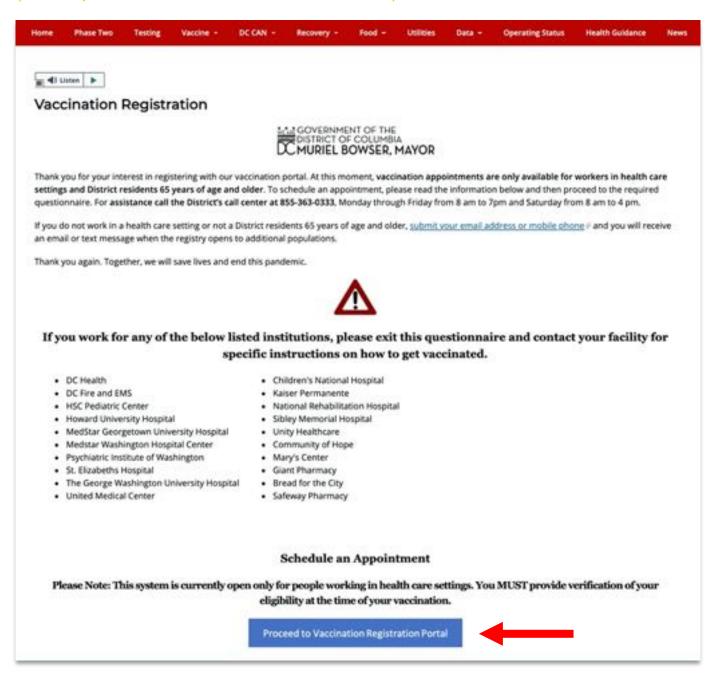






From vaccinate.dc.gov, click Proceed to Vaccination Registration Portal to start.

(Need updated screenshot of what this will be)





Note: For the best experience, please use a modern web browser such as Chrome, Safari, Edge, or Firefox. Internet Explorer will not work. Your computer should also be using the following operating system: Windows 7, 8.1, 10 and later and iOS Leopard and later (Version 11).









2. You are now on the COVID-19 Appointment Portal. Review and gather the information needed to make an appointment.

When you are ready, click **Take Questionnaire**.











3. Begin by answering the first two questions. Click the arrow (▼) on the right-hand side of the box. You will see three choices to determine your eligibility. Pick the one that is true for you.











4. Once you have been qualified, continue with the questions. Click the arrow (▼) on the right-hand side of each box. You will see several choices. Pick the one that is true for you.

Please complete all the questions that have a red asterisk*.



Note: For District of Columbia residents aged 65 and older, you do not need to bring a work ID badge, letter from your employer, or a pay stub to your appointment. This is a note meant for health care workers part of phase 1a.



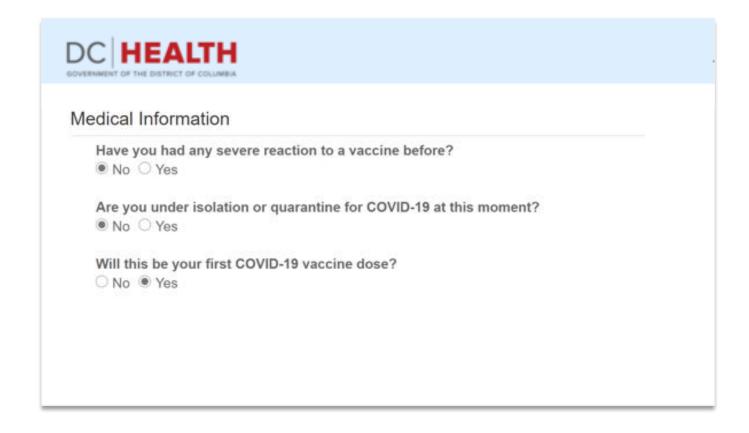






5. On the next page:

- · For the first question, if you have not gotten sick before when you had a vaccine, answer **No** for the first question.
- For the second question, if the doctor has not told you to stay home or away from other people because you have COVID-19 or another sickness, answer No. If the doctor has told you to stay home or away from other people because you have COVID-19 or another sickness, answer Yes.
- For the third question, if this is the first time you have had a COVID-19 vaccination, answer **Yes**. If this is not the first time you have had a COVID-19 vaccination, answer **No**.



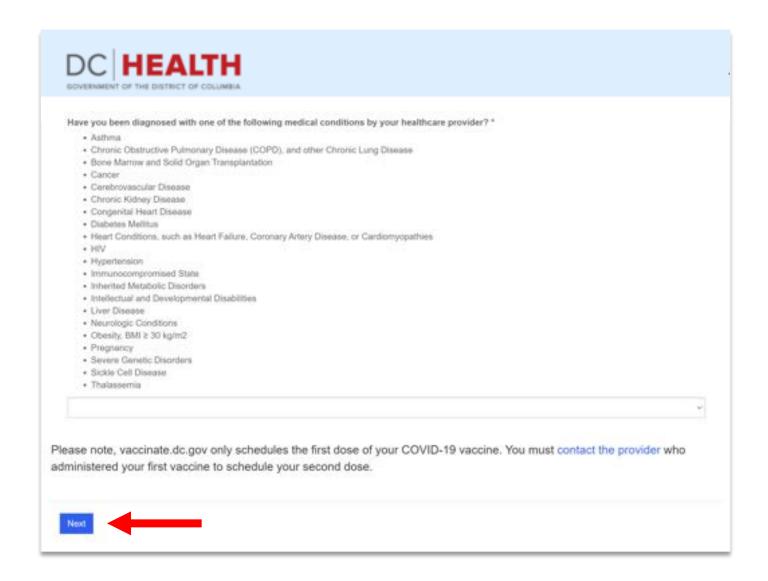








6. On the next page, view the list of medical conditions. If you see your condition on the list, select **Yes**. Click **Next** to continue.











7. On the next page, start typing your address in the Address Search & Select field. As you type, a drop-down list will appear with matching addresses based on your input to let you auto-fill your full address. You must select from the dropdown list to select your address instead of manually typing it in the rest of the address fields.



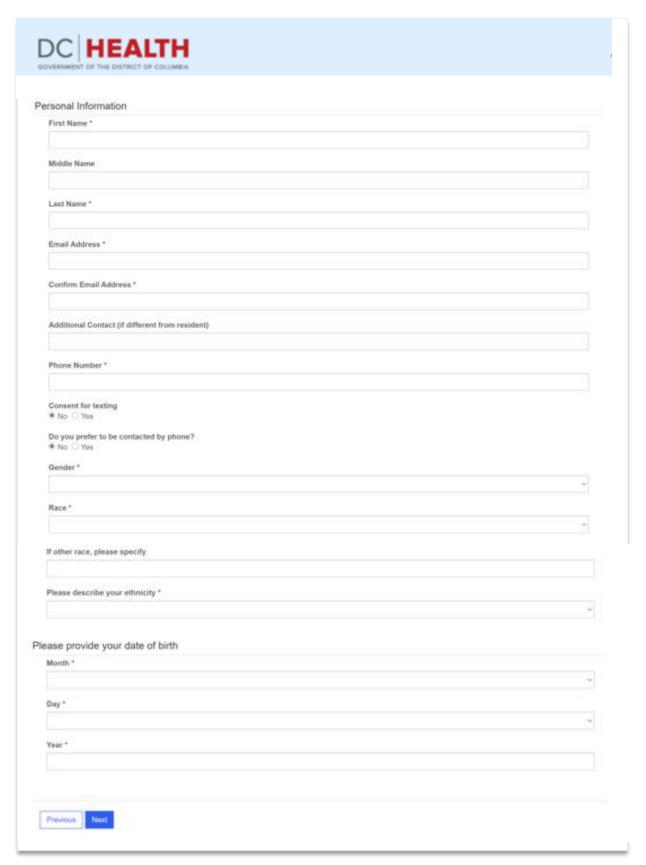








On the next page, enter your personal details such as name, email address, 8. phone number, etc. All the fields marked with red asterisk (*) are required. After filling in the information, click Next.









9. If you have forgotten to complete a required question or a question wasn't answered correctly, a message will appear and provide you instructions on how to fix it. Make the corrections, and then click **Next**.





Next

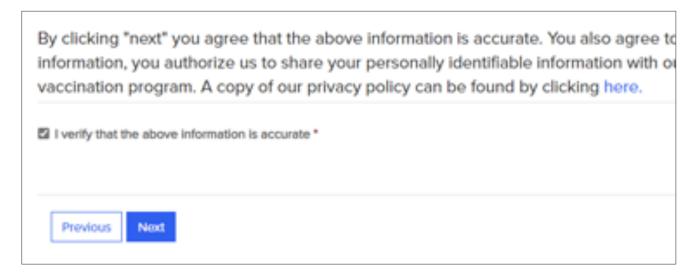








- 10. You will be prompted to verify the information. Check the form to make sure everything is correct.
 - If the information is not correct, select **Previous** to return to your form and make changes.
 - If the information is correct, select the I verify that the above information is accurate check box, and then select Next.





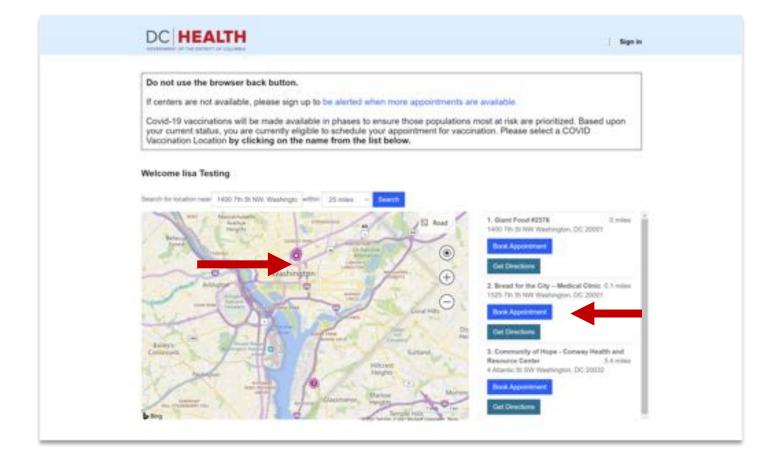






11. Find a location. On this page, choose a vaccination location that works for you by clicking **Book Appointment** next to the desired location.

You can also use the map to see locations in proximity to your residence. The numbers correlate to the list of locations on the right side of the screen.



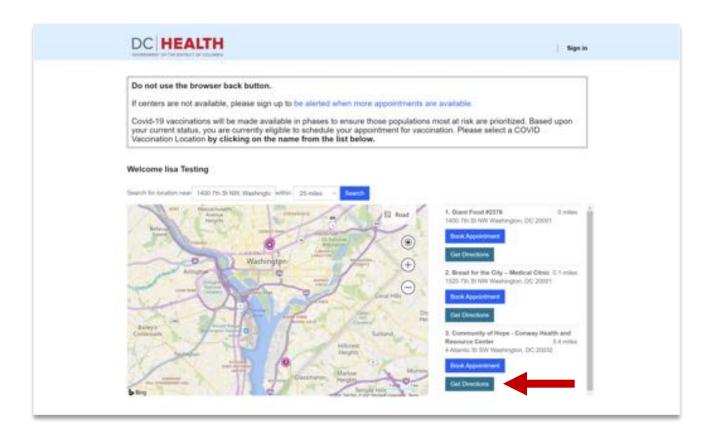








12. Click **Get Directions** for a location to generate a map containing directions from where you are to the appointment address.



Check your address and click **Get Directions**.













13. Once you select your location, you will see a list of available appointments. Click **Select** to schedule your appointment.





If there are no appointments available or you want to book at a different location, do not click the back button on your browser, Instead, click the Change Location to select another one.









14. On the next page, a message will appear stating that your booking is confirmed along with your appointment details, such as your name, ID, start time, vaccine location, address, and QR code.











Email Confirmation

You will also receive an email confirmation with your appointment details.

The subject of the email is: **COVID Vaccine Notification - Booking Confirmation.** Be sure to check your SPAM or JUNK folder. After 24 hours, if you are unable to find the email, please email vaccinatedc@dc.gov for assistance.

From: NO-REPLY-VRAS < no-reply-vras@dc.gov> Date: Wednesday, January 27, 2021 at 5:50 PM

To: Sylvia Murph <ldyfm@email.com>

Subject: COVID Vaccine Notification - Booking Confirmation

Hello Sylvia,

You have been approved to receive a COVID-19 Vaccine. Please bring the below confirmation code and/or QR code with you (on your phone or printed) and report to the vaccine center.

Scheduling Confirmation:

Name: Sylvia Murph Email: ldyfm@email.com Appointment ID: 62399-V027F

Vaccination Location: Bread for the City – Medical Clinic

1525 7th St NW Washington, DC 20001

Start Time: 1/28/2021 5:00 PM EST End Time: 1/28/2021 6:00 PM EST

Please be prepared to provide verification of your work setting at the time of your vaccine appointment. This can include an ID badge, letter or email from a supervisor, or other methods. The provider who administered your first dose is responsible for scheduling your second dose. If you have any issues scheduling your second doses, please click here for contact information for your provider. All other questions may be directed to vaccinatedc@dc.gov.

You can cancel your booking by clicking on this link









Cancelling Your Appointment









1. If you need to cancel your appointment, open your confirmation email for the appointment and select the link at the bottom of the email.

From: NO-REPLY-VRAS < no-reply-vras@dc.gov> Date: Wednesday, January 27, 2021 at 5:50 PM

To: Sylvia Murph <ldyfm@email.com>

Subject: COVID Vaccine Notification - Booking Confirmation

Hello Sylvia,

You have been approved to receive a COVID-19 Vaccine. Please bring the below confirmation code and/or QR code with you (on your phone or printed) and report to the vaccine center.

Scheduling Confirmation:

Name: Sylvia Murph Email: Idyfm@email.com Appointment ID: 62399-V027F

Vaccination Location: Bread for the City - Medical Clinic

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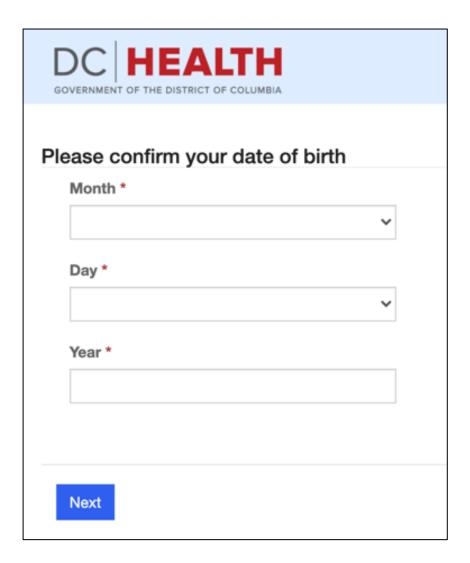








2. Confirm your date of birth, and then click **Next** to continue.







Further Assistance









If you have any difficulty or cannot find your confirmation email, please email vaccinatedc@dc.gov for support.

You may also call the District's call center at 855-363-0333, for assistance with vaccine registration.

To receive alerts via email or text for future announcements or when more appointments become available, go to vaccinate.dc.gov.









Appendix









Error messages



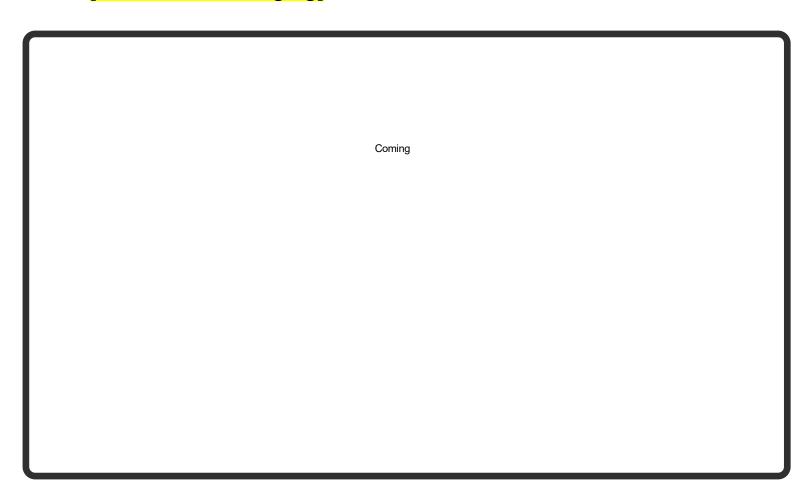






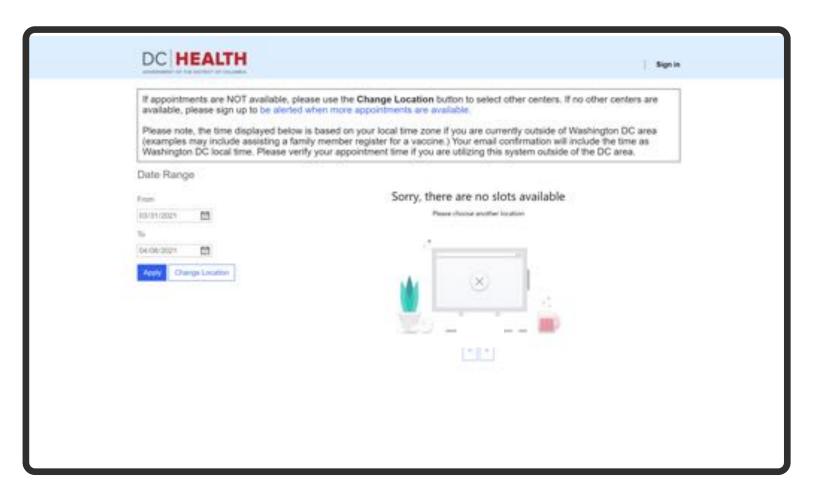
When the system needs to queue visitors in a waiting room to manage high volume, users will see this message. Given the high demand and limited number of appointments, many users will unfortunately be unable to schedule an appointment during that day's release. Users should wait until they 1) Get access to schedule an appointment, or 2) Receive a message there are no longer appointments available.

[Text will be changing]



The system is set by default to show appointments in two week increments to align with how the DC Department of Health typically releases appointments. However, in some cases an additional few days or weeks may be added beyond this two week period. Users should expand their date search using the calendar functions below.

Note: We are working to show all available appointments in future updates to eliminate this extra step in the future.



With the high volume of people scheduling at the same time, an available appointment might be booked seconds ahead of you. You should click the "Try Again" button and look for another available appointment.

Text will be changing

